GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3896
ANSWERED ON:17.04.2002
TELEPHONE SERVICE AT HYDERABAD TELECOM CIRCLE
AMBATI BRAHMANAIAH

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of requests for shifting of telephones received at Hyderabad Telecom Circle as on date;

(b) the time taken to response to such requests;

(c) whether any monitoring is done of the response time and the type of response;

(d) if so, the details thereof; and

(e) the details of the steps proposed by the Government to bring the administration closer to people to improve service?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI SIKDAR)

(a) Sir, the number of requests for shifting of telephones received in Hyderabad Telecom District as on date are 1406.

(b) Shifts are being carried out by and large as per specified norms for shifting, three days for local shifts and 15 days for inter-exchange shifts.

(c) &(d): Yes, Sir. Regular monitoring at various levels is being done to implement shifts. About 70% local shifts and 80% inter-exchange shifts are being carried out within the prescribed norms. Wireless in Local Loop (WLL) telephones are being used to provide quick service at some locations where there is delay for shifting of telephones.

(e) Following steps are being taken to bring the Administration closer to the people to improve the services:

(i) Customer meets; Adalats and Open house Session are being conducted at regular interval to improve the services.

(ii) Accounts Managers` scheme for taking care of Important High Paying Customers has been extended to cover large number of customers.